

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling my -- my ca-- my name is Francesca. How can I assist you today? Good evening, Francesca. I'm employed at Partners Personnel. Um, I was wondering, I got -- I received this on my phone, text message. I was wondering what it's about, the benefits. Sure thing, sir. Did you recently start working with Partners Personnel? Yes. I believe the text message you received is from a personal enrollment period where you're able to enroll into their health insurance. Okay. And what are the, um, the benefit? So it will be- Hello? ... PPO limit... Yes, sir. I'm pulling up that information. Okay. There will be PPO limited plans, you know, for coverage like dental, vision, medical, short-term disability among other plans. Okay. This will be deducted from your paycheck prior to the check being handed to you, depending on how many plans as well as if you're putting a dependent will depend on how much your policy could come out to be with Partners Personnel. Oh, so it's, it's deducted out of my, my paycheck? Yes, sir. If you're enrolled, it would be deducted out of your paycheck. All right. And how... I want to know about the, what all does the, um, dental plan cover? I'll have to go into your account to see if you're still eligible. What are the last four of your Social? 9230. And your last name, please? Kromah. K-R-O-M-A-H. All right, could you please verify your mailing address and date of birth? 10720 Washington Place, Jamaica, New York. Hmm. March 9th, 1987. Do you have the last four... Hmm? Phone number down as 929-596-1404? Yes. And I have your email as your first name_lastname@icloud.com? Yes. All right, so they're currently only offering one dental plan. It would cost you \$3.63 per paycheck and it will cover your preventative services at 100%, your basic services, basic restorative services as well as radiographs at 80%. The maximum that it will cover on services per year is \$500 and it has a \$50 deductible. All right. I'd like to sign up. Did you want to enroll for any other plan aside from dental? No, um, just the dental right now. And this said that you authorize Partners Personnel to make the deduction of \$3.63 per paycheck. All right. All right. I've submitted your request. Please allow one to two weeks for them to start making your deductions. When you see the first deduction follow on Monday, will be when coverage becomes effective and that same week of activation, Friday, will be when your carrier mails out your benefit card. Uh- I do have to let you know that plan is under Section 125, which is an IRS regulation. It does mean that it will be deducted prior to tax. They do have restrictions. You cannot make changes or cancellations unless you have an open enrollment period or a qualified life event. So it will affect me when I, I file for tax? No, sir. It just means that they're gonna take the deduction of the \$3.63 prior to your tax deduction. All right. Was there anything else that we can assist you with today? No, ma'am. That'll be it. All right. In the event that you're looking to make any changes, you have all the way to the 22nd of January. I do hope you have a wonderful rest of your day and thank you for calling us in today. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling my -- my ca-- my name is Francesca. How can I assist you today?

Speaker speaker_2: Good evening, Francesca. I'm employed at Partners Personnel. Um, I was wondering, I got -- I received this on my phone, text message. I was wondering what it's about, the benefits.

Speaker speaker_1: Sure thing, sir. Did you recently start working with Partners Personnel?

Speaker speaker_2: Yes.

Speaker speaker_1: I believe the text message you received is from a personal enrollment period where you're able to enroll into their health insurance.

Speaker speaker_2: Okay. And what are the, um, the benefit?

Speaker speaker_1: So it will be-

Speaker speaker_2: Hello?

Speaker speaker_1: ... PPO limit... Yes, sir. I'm pulling up that information.

Speaker speaker_2: Okay.

Speaker speaker_1: There will be PPO limited plans, you know, for coverage like dental, vision, medical, short-term disability among other plans.

Speaker speaker_2: Okay.

Speaker speaker_1: This will be deducted from your paycheck prior to the check being handed to you, depending on how many plans as well as if you're putting a dependent will depend on how much your policy could come out to be with Partners Personnel.

Speaker speaker_2: Oh, so it's, it's deducted out of my, my paycheck?

Speaker speaker_1: Yes, sir. If you're enrolled, it would be deducted out of your paycheck.

Speaker speaker_2: All right. And how... I want to know about the, what all does the, um, dental plan cover?

Speaker speaker_1: I'll have to go into your account to see if you're still eligible. What are the last four of your Social?

Speaker speaker_2: 9230.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Kromah. K-R-O-M-A-H.

Speaker speaker_1: All right, could you please verify your mailing address and date of birth?

Speaker speaker_2: 10720 Washington Place, Jamaica, New York. Hmm. March 9th, 1987.

Speaker speaker_1: Do you have the last four... Hmm? Phone number down as 929-596-1404?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email as your first name_lastname@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, so they're currently only offering one dental plan. It would cost you \$3.63 per paycheck and it will cover your preventative services at 100%, your basic services, basic restorative services as well as radiographs at 80%. The maximum that it will cover on services per year is \$500 and it has a \$50 deductible.

Speaker speaker_2: All right. I'd like to sign up.

Speaker speaker_1: Did you want to enroll for any other plan aside from dental?

Speaker speaker_2: No, um, just the dental right now.

Speaker speaker_1: And this said that you authorize Partners Personnel to make the deduction of \$3.63 per paycheck.

Speaker speaker_2: All right.

Speaker speaker_1: All right. I've submitted your request. Please allow one to two weeks for them to start making your deductions. When you see the first deduction follow on Monday, will be when coverage becomes effective and that same week of activation, Friday, will be when your carrier mails out your benefit card.

Speaker speaker_2: Uh-

Speaker speaker_1: I do have to let you know that plan is under Section 125, which is an IRS regulation. It does mean that it will be deducted prior to tax. They do have restrictions. You cannot make changes or cancellations unless you have an open enrollment period or a qualified life event.

Speaker speaker_2: So it will affect me when I, I file for tax?

Speaker speaker_1: No, sir. It just means that they're gonna take the deduction of the \$3.63 prior to your tax deduction.

Speaker speaker_2: All right.

Speaker speaker_1: Was there anything else that we can assist you with today?

Speaker speaker_2: No, ma'am. That'll be it.

Speaker speaker_1: All right. In the event that you're looking to make any changes, you have all the way to the 22nd of January. I do hope you have a wonderful rest of your day and thank you for calling us in today.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.